

SATERN ONLINE RESOURCES (SKILLSOFT & BOOKS24X7) FREQUENTLY ASKED QUESTIONS

GENERAL INFO

➤ What is SkillSoft?

SkillSoft, Inc. offers more than 2,000 online courses covering a wide variety of commercial training in business, IT professional, and desktop end user skills. SkillSoft courses are typically 2-4 hours long and do not have to be completed in one sitting.

➤ What is Books24x7?

Books24x7 is the largest resource for online books and reference material. Through SATERN, you have access to the unabridged contents of thousands of the latest business, standard office, software/hardware technology and engineering books.

All SATERN users have access to the NASA Standard Collections: BusinessPro, OfficeEssentials and ITPro. To receive access to online engineering books, you must request access to the EngineeringPro collection from: MSFC-Self-StudyLearn@msfc.nasa.gov.

ACCESSING ONLINE RESOURCES

➤ How do I access SkillSoft courses and Books24x7 resources?

You can access these online courses and books through SATERN at: <https://satern.nasa.gov>. *Note: SATERN login FAQs are listed below.*

➤ Is there a difference between how SkillSoft courses and Books24x7 resources function within SATERN?

Yes. SkillSoft is fully integrated with the SATERN system. Since each separate course title is listed in the SATERN catalog, you can search, launch and complete SkillSoft courses through normal SATERN functions.

Books24x7 online resources are utilized via the vendor website. There is only a single “**Books24x7**” item listed in the SATERN catalog which contains a link to this Books24x7 website. From this separate Books24x7 website, you can search, manage your account and recommend books to a friend.

➤ Do I need my supervisor’s approval to take online courses or read online books in SATERN?

No. Supervisory approval is not required to utilize SkillSoft or Books24x7 resources. Your only requirement: Complete a SATERN SkillSoft/Books24x7 Pre-requisite Item prior to accessing any SkillSoft course or Books24x7 resource.

SATERN LOGIN INFO

➤ How do I login to SATERN?

The SATERN website is <https://satern.nasa.gov>. Your SATERN user name is typically your first initial, middle initial and last name all in lower-case letters. Contract employees will need to prefix their username with an upper-case “C” and a hyphen “-” (ex. C-jrsmith).

➤ What if I don't have a SATERN username?

If you have never requested a SATERN account, request login information at:

1. **SATERN Help Desk** at nasa-saturn.support@nasa.gov; or
1-877-NSSC-123; (Hours of Operation: Monday through Friday, 8am-8pm ET)
2. SATERN Login page (<https://satern.nasa.gov>), select **Click Here** under the appropriate section; Complete all requested information

➤ How do I know if I have a SATERN account or not?

If you have ever taken a mandatory NASA online course (Ex. IT Security, Sensitive but Unclassified Material, etc.) during the year, a SATERN account was established for you. If you are unsure if you have a SATERN account, please contact the **SATERN Help Desk** at **1-877-NSSC-123** or nasa-saturn.support@nasa.gov.

➤ Can I set up another account if I'm not sure that I have one?

No. Establishing multiple accounts within SATERN can result in missing information from your training history and/or confusion in your future training registrations, supervisory approvals or course withdrawals. If you are unsure if you have a SATERN account, please contact the **SATERN Help Desk** at **1-877-NSSC-123** or nasa-saturn.support@nasa.gov.

➤ What if I forgot my password?

On the SATERN Login page (<https://satern.nasa.gov>), select **Click Here** under the appropriate section. Enter your **User Name** and click **Submit**. If your account has been locked due to 3 failed login attempts, contact the **SATERN Help Desk** at **1-877-NSSC-123** to reset your password.

SKILLSOFT ONLINE COURSES within SATERN

➤ How do I locate SkillSoft courses within SATERN?

Employees that are familiar with taking online courses will find an easy transition to SkillSoft courses in SATERN. From the SATERN Catalog page, you can:

1. Search by SkillSoft course title in the keyword field (if known).
2. Review courses by SkillSoft subject areas: Click the “►” next to the “**SkillSoft**” title on the left-hand side of the **Browse Catalog** screen.
3. Search for all SkillSoft courses: Type “**SS-**” in the keyword field and check the “**Online**” checkbox.

➤ **How long do I have to complete a SkillSoft course?**

Unless mandated by your supervisor or other NASA authority, there is no time limit for completing SkillSoft courses. You can start a course and complete it as you find the time (Ex: one course can be completed in fifteen-minute intervals over a four-week time period). A SkillSoft course will remain on your Learning Plan until it is completed.

➤ **Do I receive training credit for completing SkillSoft online courses within SATERN?**

Yes. SATERN automatically records any successfully completed SkillSoft course to your training history.

➤ **Can I Receive College Credit for Completing SkillSoft Courses in SATERN?**

Yes. SkillSoft courses can be used for credit toward some undergraduate degree programs and continuing education/non-credit certificate (CEU) programs. Current academic partners include: Drexel University (*undergraduate degree, up to 20 credits*), University of Phoenix (*general education & BA electives*), American College of Education, and George Mason University (*CEUs only*). For more information:

http://www.skillsoft.com/about/credit_programs/academic_credit_programs/default.asp

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BOOKS24x7 ONLINE BOOKS within SATERN

➤ **How do I locate Books24x7 online books and resources within SATERN?**

From the SATERN Catalog page, type “**Books 24 x 7**” in the keyword search field (*Note spaces between words/digits!*). Click **Launch Content**, then **Item Title** to access the Books24x7 website. If you are a first-time Books24x7 user, you will be asked to create a password and enter your email address. Once you provide this information, you will be able to go directly to the Books24x7 web site (<http://www.books24x7.com>) without going through SATERN.

NOTE: You will be viewing these online books and resources via a separate website. You will no longer be in the SATERN system.

➤ **How do I find a book title or locate information on a specific topic?**

On the Books24x7 home page, use the **Search** field at the top or the **Browse Topics** box on the left-hand side to locate books by title or subject area. Use the **Search within a Search** function to narrow down the list of book possibilities. A visual indicator box will let you know how well each search finding matches your search parameters. Keywords are highlighted on each book page to assist you in locating your information quickly.

The Books24x7 website allows you to: Create bookmarks with notations on pages you want to remember, Organize books into custom folders, and Email book findings to your colleagues.

➤ What is *Chapters to Go*?

The Books24x7 *Chapters to Go* feature allows you to download book chapters as PDF files for offline reading or printing. Though there is a monthly quota of allowed downloads, your quota of downloads is refreshed monthly regardless of whether you have used all or only a portion of the previous month's allotment.

➤ How do I download to my PDA or iPhone?

When you are within a book chapter, click the **Download Browse Tool** in the top tool bar to link to the download center page. From this page, you can:

1. Download the chapter using the **Download** button.
2. View the number of downloads you have used and the number remaining.
3. View your refresh date which is the anniversary of your first login.

Each PDF chapter download is watermarked with your name and organization, as well as copyright information. Your **Account Info** page provides detailed information on your downloads including your quota status, the collection(s) that have this feature enabled, and history of the chapters that you have already downloaded.

➤ What is *ExecSummaries*?

ExecSummaries outline the key points and ideas of significant business books. The *ExecSummaries* content is available in multiple formats:

1. Optimized web viewing with a hyperlinked table of contents so you can quickly review the summary on-line.
2. Adobe PDF.
3. MP3 audio files which are compatible with all audio devices, including iPods.

Each *ExecSummary* is made up of approximately 8 printed pages and/or 20 minutes of audio. Approximately 40% of these *ExecSummaries* are linked to the full-text book available to you in the Books24x7 BusinessPro collection.

Books24x7 also features book reviews of important business titles that did not provide rights for summarization. These book reviews are more abbreviated than the *ExecSummaries*.

➤ Will I get training credit for viewing Books24x7 resources?

No. Books24x7 online resources are for reference purposes only. Training credit will not be given.

HELPFUL RESOURCES

➤ What other resources are available to me if I have questions about using SkillSoft and Books24x7 resources in SATERN?

Job aids, training materials and other information about SkillSoft can be found on the SATERN Informational website at <https://saterninfo.nasa.gov> and the MSFC Training & Incentive Office website at: <http://ohc.msfc.nasa.gov/ti>. For personal assistance:

1. **Self-Study Learning Center (544-8291; MSFC-Self-StudyLearn@msfc.nasa.gov)**
2. **SATERN Help Desk (1-877-NSSC-123; nasa-satern.support@nasa.gov)**